HUMAN RESOURCE MANAGEMENT
"Creative and Design Thinkers"

COURSE FINAL OUTPUT – MGT1106
PREPRINT
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JANUARY – MAY 2023

Human Resource Manpower Plan for Prince Charles Enterprises Philippines Incorporated (PCEPI)

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I. Overview of the Business

Prince Charles Enterprises Philippines, Incorporated is a merchandising company that is engaged in providing office, warehouse, industrial, hotel restaurant supplies, these include packaging materials, weighing scales, adhesive tapes and more. It is located at 9, Carolyn St., Mendez Road, Brgy. Baesa, Quezon City, Metro Manila. The company, PCEPI, or Prince Charles Enterprises Phils., Inc., is in fact an incorporation with the SEC and a registered entity (Reg. No. CS201515627), indicating that it was established in accordance with the legislation created by the Securities and Exchange Commission. This signifies that the company's existence is legally registered under the SEC, and it has other legal permits like the mayor's and business permits.

In the event that a primary company establishes a sister company, it is imperative that comprehensive preparations are made. In this particular case, PCEPI is the subsidiary of JPP, and both companies are under the ownership of Mr. Jonathan Pama. PCEPI was founded in 2015, and Mr. Pama remains actively involved in all aspects of the business operations. The present organizational structure of the company includes four departments, namely accounting, sales, technician, and logistics, with a workforce of over 77 individuals.

In order to achieve its objectives, Prince Charles Enterprises Philippines, Incorporated (PCEPI) must emphasize the importance of its workforce and develop a clearly defined plan that aligns with its

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mission statement, *"With a variety of offerings to choose from, we're sure that you'll be happy working with us."* This mission statement has contributed to the development of a positive attitude among PCEPI's employees and has been instrumental in cultivating trust among clients in various regions of Luzon, particularly Metro Manila. By focusing on the management of its human resources, PCEPI can leverage their capabilities and efforts towards the success of the company while being mindful of potential risks and opportunities that may arise. Effective management of the human resource population will ultimately streamline the company's goals and facilitate the achievement of its desired outcomes.

II. Introduction

In contemporary business operations, Human Resource Management (HRM) holds a vital role that should not be disregarded by companies due to its potential impact on the progress of their workforce. HRM allows businesses to efficiently manage their human capital, which is considered a valuable asset. Its history dates back to the 20th century, particularly during World War I, when labor issues such as shortages and wages became prevalent (DiDomenico, 2023)[i]. Since then, HRM has undergone a significant transformation and continues to evolve, particularly with the fast-paced progression of the present generation. Numerous HRM approaches have been explored and developed by both companies and researchers alike.

The principles of Human Resource Management have been adapted diversely in the Philippines, providing significant support for multiple companies to run effectively in compliance with the rules and regulations set by the Department of Labor and Employment (DOLE) to ensure workplace security and well-being for employees. According to the 2017 World Economic Forum's Human Capital Report[ii], the Philippines is among the top ten economies in terms of Human Resource Development. They have a score of 64.36% out of a possible 100. This might be an essential step for the nation's progress as a way of gauging opportunities and levels of learning and interchange.

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As per Stranathan, I. (2016)[iii] This corresponds to the country's established Human Resource practices of outsourcing: Firstly, significant support from the government. Nowadays, overseas companies are likely to engage in the country as an ideal place to outsource since the Philippines observed the success of human resource outsourcing in other countries, so they promote themselves, and the Human Resource system now has a strong government support. Secondly, the Philippines is delighted with the fact that many companies have used human resource outsourcing; thus, the country has created responsible, well-educated, and fluently speaking workers with extensive HR experience. Furthermore, major schools and universities now provide Human Resource licenses, courses, and degrees, allowing businesses and HR outsourcing services in the Philippines to have access to a diverse pool of people. Consequently, with these reasons, numerous big companies throughout worldwide are migrating and risking switching HR operations to the Philippines. Filipino HR outsourcing firms are well-known for their productivity, passion, and competence, highlighting why the Philippines is a suitable area to outsource HR services.

This academic paper focuses on developing a human resource plan for Prince Charles Enterprises Philippines Incorporated (PCEPI), specifically addressing the challenges the company faces in managing its human resources. As PCEPI has not kept pace with the rapidly evolving field of HRM, this paper will explore various HRM approaches that can improve the company's human capital. Additionally, as a long-standing company, PCEPI seeks innovative HRM approaches that align with the various SDGs to contribute to society. Therefore, the main objective of this study is to answer the following questions:

1. In light of the current innovation deficiency confronting the organization, what measures can be taken to ensure optimal utilization of the company's human resources?

2. How can PCEPI's human resource management plan be aligned with the SDGs to contribute to the society?

III. Staffing Management

The management of a company's staff population is referred to as Staffing Management. In order to achieve the goals of the organization, the basic functions of the human resource department must be carried out, which includes planning, recruitment, selection, training, evaluation, and compensation of employees. Staffing Management is a crucial HRM activity that serves as the foundation for achieving success within an organization. The owner of PCEPI, Mr. Jonathan Pama, provided the following information on the company's present staffing management situation:

A. Staff Acquisition or Recruitment and Selection

In a growing business filed, staff acquisition takes charge of finding human resources (individuals or groups) who are required to work or assigned to a specific job. Having an effective staff acquisition process may help the company identify and choose workers that have expertise, have developed careers, and are adaptable in their specific subject. The core and most important aspect of the talent management process is talent acquisition. Anwar, A.et. Al (2014)[iv] Companies unwilling to recognize their talented employees may result in poor positioning and opportunities, which may prevent them from carrying out the goals of the company.

Based to the researchers' interview with the CEO, Mr. Pama, Prince Charles Enterprises Phils. Inc. utilizes multiple kinds of recruiting procedures, with referrals from other people as the most important. However, having a referral does not guarantee that the individual who applied for work will be recruited right away; the PCEPI assesses candidates during their interviews because they value skills over other factors such as intellectual ability. Mr. Pama thinks that having a bad attitude would not benefit the firm rather would harm

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itself in the eyes of others, thus he wanted to recruit individuals who have a good impression of themselves. He also said that it is usual for a candidate to fail during the interview process; nevertheless, if the firm returns to the client on its second interview, it indicates that it has a greater chance of being selected.

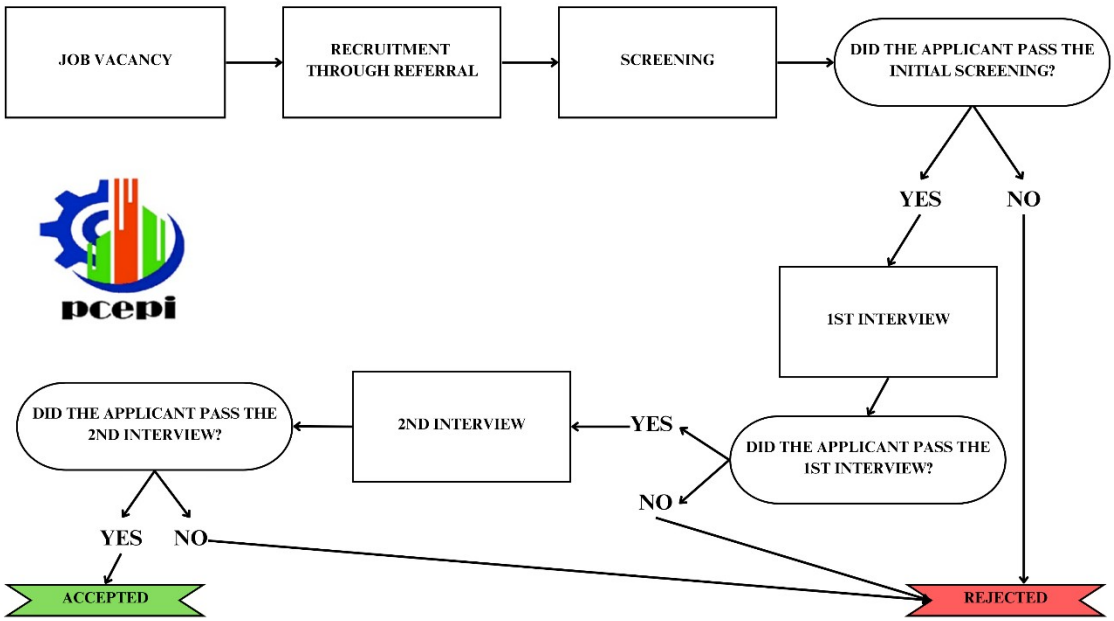

Image 1: Flowchart of PCEPI's Recruitment and Hiring Process

B. Resource Calendars

Any company that is interested in efficiently handling its resources must have a resource calendar. It aids in arranging for and scheduling of the utilization of resources including personnel, machinery, and facilities. Lockhart (2023)[v] stated that in using resource calendars, project managers manage to become successful by doing long time planning to execute their project properly. An organization may distribute resources effectively, prevent disagreements, and guarantee that all activities are finished on time by using a resource calendar. It is impossible to exaggerate the value of a resource calendar in a company. It enables organizations to prepare in advance and prevent last-minute rushes that could result in subpar

work or deadlines being missed. Businesses may also spot possible operational bottlenecks using a resource calendar and take steps to fix them before they worsen.

During an interview with the President of PCEPI, Mr. Pama, it was revealed that the company does not currently have a resource calendar in place. Instead, they rely on a timecard system to track the labor hours of each employee. In terms of allocating labor resources, the company assigns each employee to a specific task, and they do not engage in any other types of work. Mr. Pama also mentioned their utilization of a software tool called "Asyst", which has enabled the company to keep up with the trend of using technology in modern times, particularly in their accounting department and inventory management. However, despite their current practices, the integration of a resource calendar could potentially enable the company to maximize their resources, including their labor force and facilities, more effectively.

C. Training and Talent Management

Effectively utilizing the skills and abilities of employees can significantly contribute to a company's success. Recruitment is a crucial first step, but managing and training a large workforce can present challenges. Providing training opportunities for employees may help them gain knowledge and abilities that can enhance their competencies, capacity, and job performance (Training Effectiveness, 2023)[vi]. To maximize the benefits of training, it is crucial for companies to implement appropriate training programs and follow-up activities to ensure that employees retain the knowledge and skills acquired during training.

In the interview with Mr. Pama, the President of PCEPI, he expressed his preference for hiring new graduates as they are more receptive to learning the company's processes. However, he stressed that employee training is not a common practice in their company since they are hiring already skilled individuals or are hiring new graduates.

In cases where employees seek further development, PCEPI provides personal training and covers half of the associated costs.

D. Development

In every company's human resource management, employee development is a vital aspect that should not be overlooked. It is crucial for a company to ensure that its employees possess the necessary skills and knowledge to perform their jobs effectively. Moreover, it is essential to maintain and improve these skills and knowledge to maximize the capability of the company's human resources. Hezlett & McCauley (2017)[vii] asserted that there are six widely used practices to promote employee development, which include 360-degree feedback, development assessment centers, executive coaching, formal mentoring, developmental job assignments, and action learning. Incorporating these practices into a company's human resource management plan will guarantee that its current human resource population is well-developed and aligned with the company's corporate objectives.

During an interview with Mr. Pama, it was disclosed that Prince Charles Enterprises Philippines Incorporated has a unique approach towards employee training and development. The company does not offer any employee training programs unless specifically requested by the employee. They prefer to hire human resources based on their skills and do not consider training as a necessary requirement. However, in case an employee resigns, they are required to train the replacement for a period of 30 days before leaving the company. Moreover, the company monitors the development of employees with skill gaps and provides salaries based on their performance. The organization does not utilize any development practices because they believe in selecting employees who possess the necessary skills and abilities from the beginning to avoid any potential problems.

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E. Performance Reviews

Communication is the most important form of workforce transparency. A performance review is primarily concerned with assessing an employee's behavior within a company by identifying their strengths and flaws, as well as giving critiques and setting targets for their future development. There are many factors to consider that affects the performance of the employees such as the efficacy management's leadership as well as its the rules it sets in an organization, mutual relations among the workforce, rewards and levels of positions of employees and safety and security. (Najafi et al., 2011)[viii]

According to the interview, under the subject of performance review with Mr. Pama, CEO of Prince Charles Enterprises Phils Inc., he slowly looks at the employees' performance due to the incentives that an employee will get ahead of the time they serve for the company on who deserves rewards and who does not. Mr. Pama wants his workers to have and improve their self-development because he does not want to just create a person for the success of the firm but also to develop themselves since they have a family to feed; Mr. Pama understands the importance of family. In addition, he stated that he is not selfish, and that he recognizes employees' strengths and weaknesses so that they can be open to one another. When an employee's performance keeps getting worse, Mr. Pama discusses his policies on the sanction he will impose based on the situation at hand. He mentioned three sanctions: block and white, a warning, and a three-day suspension.

F. Recognition and Rewards

Appreciating the efforts of a company's employees could possibly serve to motivate them to continue the work they have done for the benefit of the company. The company's recognition and awards come in a variety of forms; recognition can be verbal appreciation, special ceremonies, or written certificates that express gratitude for the outstanding performance of the employees. Similarly, the types of

rewards available vary; these can include financial bonuses, monetary benefits, and other incentives that show appreciation to employees. According to Khan (2011)[ix], the effects of showing appreciation for employees' work improve connections between them and senior-level employees, and it encourages or sparks them to continue the job well done. Furthermore, they use the given acknowledgment and rewards as feedback to the work that they have done to know that they perform good to the work.

As mentioned by Mr. Jonathan Pama in the interview, Prince Charles Enterprises values its employees and shows its appreciation by complying with their requests for team-building activities every 2 years. This has the dual benefit of rewarding employees for their efforts and providing them with opportunities to grow both professionally and personally. The company also offers incentives and rewards to its employees, such as plaques for long-serving employees who have been with the company for at least five years.

G. Employee and Labor Relations

Maintaining a positive and productive relationship between employees and employers is a critical component of effective human resource management. Employee and labor relations involve a range of strategies and practices aimed at promoting harmonious relationships between workers and management. This includes clear communication, conflict resolution mechanisms, and fair treatment of employees. Compliance with labor regulations and standards set by the Department of Labor and Employment (DOLE) is also essential for businesses to operate legally. Triantafillidou and Koutroukis (2022)[x] have highlighted the importance of employee involvement and participation in labor and employee relations. Their study found that increasing employee participation requires a joint effort between employees and management. It is the company's responsibility to create a positive work environment that motivates employees to perform their best.

As per Mr. Pama's statement, Prince Charles Enterprises Philippines Incorporated adheres to the Labor Code and ensures that the minimum wage, paid leaves, and benefits are well implemented. The company also provides special leaves, including birthday leave, and pays wages above the minimum wage while providing incentives. Despite the inevitability of conflicts in labor relations, the company has overcome such challenges through proper arbitration and settlement, from which the owner has learned a lesson. Furthermore, the owner emphasized the importance of maintaining a harmonious relationship with the employees by getting along with them and being humble. This approach enables the company to develop a positive work environment and strengthen its human capital.

H. Health and Safety Risks Program

Employee health and safety must be prioritized considering they are the ones who move the most for the benefit of the company. Hazards and risks can occur at any time, such as during work, and in any location, such as within or outside the workplace. These dangers can be inevitable; hence, the company and employees should be oriented toward the things that can help them save themselves. Moreover, the company should create health and safety risk programs to ensure the safety of employees or even the whole company itself. According to Jonathan (2016)[xi], it is important for the management of a company to prioritize employee health and safety programs as "they save lives, increase productivity, and reduce costs." It is true that implementing employee health and safety programs helps to protect workers' valuable lives, it also helps reduce costs because, in the event of a disaster, hospital expenses would be kept to a minimum because employees are aware of the importance of staying safe.

As stated by Mr. Jonathan Pama, their business guarantees the health and safety of their employees by providing them with health cards and insurance based on how long they have been with the company. Likewise, during the employees' working hours, they ensure that they are provided with health and safety equipment. The PCEPI

also ensures that their employees are aware of how to keep themselves safe. Furthermore, the PCEPI's workplace is said to be prepared and equipped with tools that can assist upon the occurrence of a fire, earthquake, or other unavoidable disaster. Especially, now in time of the pandemic, the company had spent a lot of money for the spread of COVID, they spent money for the RTPCR test, PPE and other measures to ensure the safety of the employees.

IV. Recommendations

The prosperity and expansion of a company depend greatly on the contribution of its employees who consistently exert the necessary effort for the smooth functioning of the firm. Human Resource Planning is an essential aspect of business management that is often disregarded by business owners. The prevalent notion that merely having an adequate number of employees is satisfactory often results in the oversight of the intricate process of efficiently utilizing their skills and maximizing their potential. This oversight can ultimately lead to the suboptimal utilization of human capital, resulting in reduced productivity and overall performance. The success of a company depends largely on the selection of the right employees and their allocation to suitable tasks. Thus, the HR department plays a crucial role in the establishment and operation of a business, with HR Manpower Planning being a critical phase that cannot be overlooked.

Prince Charles Enterprises Incorporated Philippines is presently encountering difficulties in its human resource management (HRM) strategy. In an interview with the owner, Mr. Jonathan Pama, the following information was gathered:

- *Prince Charles Enterprises Incorporated Philippines (PCEPI) follows a recruitment process that involves referrals and an assessment of an applicant's background.*

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- *They prioritize skills over knowledge during the hiring process and prefer to recruit skilled workers instead of investing in training for those who lack the necessary skills.*
- *The company does not offer training to employees unless it is specifically requested.*
- *The company values its employee's development.*
- *The owner, Mr. Jonathan Pama, personally takes an interest in employees who are experiencing difficulties in their work or personal lives.*
- *PCEPI provides incentives based on employee performance.*
- *They have a systematized approach to addressing employee problems.*
- *The company gives out recognition plaques and rewards to its employees.*
- *The organization adheres rigorously to the labor code and regulations concerning health and safety hazards.*

The preceding details provide an overview of the current state of human resource management (HRM) at PCEPI. Although the positive aspects of HRM outweigh the negative ones, the company aims to improve its approach to HRM. The company's commitment to employee development is commendable, but the specific measures used to implement employee development initiatives are unclear. According to the owner's statement, the company does not provide employee training as they believe that their existing human capital possesses the necessary skills. Consequently, there are no follow-up training or development programs offered to employees. However, it is worth considering implementing different employee development approaches, such as mentoring and 360-degree feedback, among others. Thus, there is a need for innovation in HRM practices.

Innovation is a crucial factor in modern business operations, allowing companies to stay abreast of current trends. Jotaba et al. (2022)[xii] identified three themes related to innovation in HRM, including the role of HRM in promoting innovation, its effect on HRM practices, and the interaction between HRM and innovation. Although

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few resources exist on innovation in HRM, the authors concluded that emphasizing innovation in HRM practices can improve employee engagement, creativity, and learning within a company. While Mr. Pama is confident in his employees' skills, training and developmental programs must be introduced to ensure that employees maintain and improve their skills.

The integration of modern trends in employee training and development programs can benefit companies in many ways. Organizing team-building activities and incorporating games related to work can help employees retain skills and abilities while building cooperation and camaraderie among workers. Research conducted by Zhang et al. (2018)[xiii] titled "Trapped as a Group, Escape as a Team: Applying Gamification to Incorporate Team-building Skills Through an 'Escape Room' Experience" showed the effectiveness of integrating skill and knowledge-based activities into games. For instance, the study featured an escape room with games such as jigsaw puzzles, symbol matching, hidden objects, and object assembly, which revealed each player's skills and knowledge. PCEPI can implement similar team-building activities to make their employee training and development more fun and innovative.

Furthermore, personalized questionnaires can be used to provide feedback on employee performance. Questions on work life, experience, and thoughts will be included to help employees assess their progress in their job. These approaches can help PCEPI leverage their human resource management while being innovative.

In addition to the aforementioned need for innovation in PCEPI's human resource management practices, the company is also obligated to fulfill its social responsibility by contributing to society through its business operations. The United Nations has identified 17 Sustainable Development Goals (SDGs)[xiv] (See Appendix 7) that seek to improve the lives of individuals worldwide by addressing various global challenges. PCEPI has been making active contributions to some of these goals, including promoting good health and well-being, ensuring decent work

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and economic growth, as well as supporting peace and justice and strong institutions. This demonstrates the company's commitment to aligning its business operations with the SDGs, which are increasingly viewed as a blueprint for sustainable development in both developed and developing countries.

One way the company is promoting decent work and economic growth is by ensuring they pay their workers their rightful wages and providing performance-based incentives to motivate employees. During the height of the COVID-19 pandemic in 2020, PCEPI spent a considerable amount of money to provide aid to their employees, including paid absences, RT-PCR tests, and even lending money to workers in need. These actions demonstrate the company's commitment to good health and well-being.

Finally, Mr. Pama makes sure that the company operates within legalities and government regulations. By doing so, PCEPI is contributing to the goal of promoting peace, justice, and strong institutions. In summary, PCEPI is actively contributing to the SDGs and demonstrating their corporate social responsibility by promoting good health, well-being, decent work, economic growth, and abiding by legalities and government regulations.

V. Acknowledgment

In this section of the paper, the researchers wish to express their sincere gratitude to Mr. Jonathan P. Pama, the owner of Prince Charles Enterprises Philippines, Incorporated. Without Mr. Pama's generous consent to allow us to use his company as a case study and his willingness to conduct an interview in his office, the completion of this paper would not have been possible. Despite his busy schedule, he readily agreed to be interviewed and even assisted the researchers in planning and organizing the interview. Mr. Pama's cooperation was invaluable, as he recommended relevant questions to help us focus our discussion, and provided additional details that will be highly beneficial to the researchers as future marketers.

We would like to emphasize that his unwavering support and cooperation throughout this study have been greatly appreciated. His assistance has not only benefited in the completion of this final requirement but also serves as an inspiration to us students. We are truly grateful for his time, effort, and contributions to this research. We wish Mr. Pama and his company the very best in all future endeavors.

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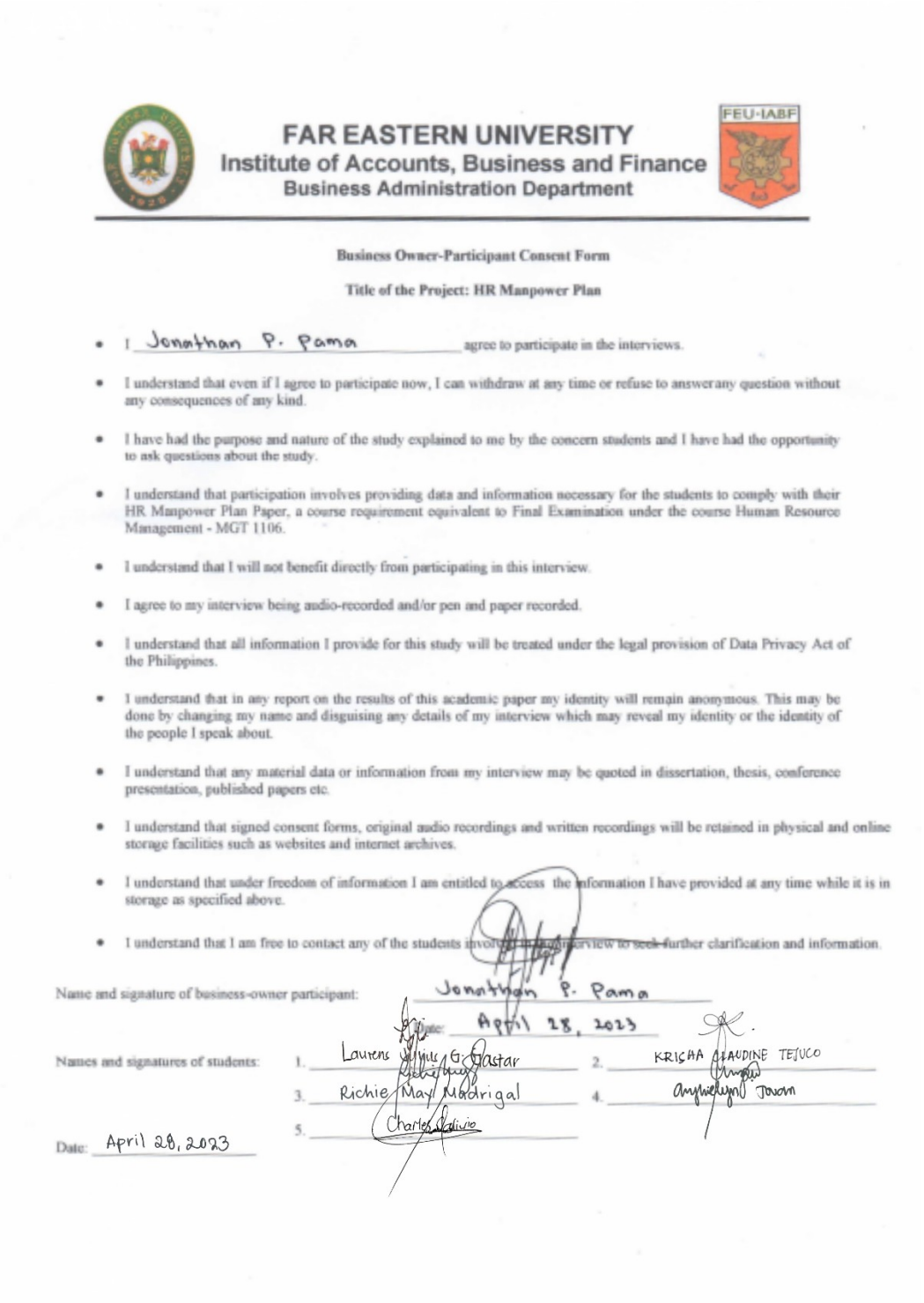
VII. Appendix/Appendices

Appendix 1: Consent Form



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Institute of Accounts, Business and Finance
Business Administration Department

Business Owner-Participant Consent Form

Title of the Project: HR Manpower Plan

- I Jonathan P. Pama agree to participate in the interviews.
- I understand that even if I agree to participate now, I can withdraw at any time or refuse to answer any question without any consequences of any kind.
- I have had the purpose and nature of the study explained to me by the concern students and I have had the opportunity to ask questions about the study.
- I understand that participation involves providing data and information necessary for the students to comply with their HR Manpower Plan Paper, a course requirement equivalent to Final Examination under the course Human Resource Management - MGT 1106.
- I understand that I will not benefit directly from participating in this interview.
- I agree to my interview being audio-recorded and/or pen and paper recorded.
- I understand that all information I provide for this study will be treated under the legal provision of Data Privacy Act of the Philippines.
- I understand that in any report on the results of this academic paper my identity will remain anonymous. This may be done by changing my name and disguising any details of my interview which may reveal my identity or the identity of the people I speak about.
- I understand that any material data or information from my interview may be quoted in dissertation, thesis, conference presentation, published papers etc.
- I understand that signed consent forms, original audio recordings and written recordings will be retained in physical and online storage facilities such as websites and internet archives.
- I understand that under freedom of information I am entitled to access the information I have provided at any time while it is in storage as specified above.
- I understand that I am free to contact any of the students involved in the interview to seek further clarification and information.

Name and signature of business-owner participant: Jonathan P. Pama

Date: April 28, 2023

Names and signatures of students:

1. Laurens Jyle G. Castar
2. KRISHA CLAUDINE TEJUCO
3. Richie May Madrigal
4. Angelyn Tovon
5. Charles Salvio

Date: April 28, 2023

Appendix 2: PCEPI's Business Permit

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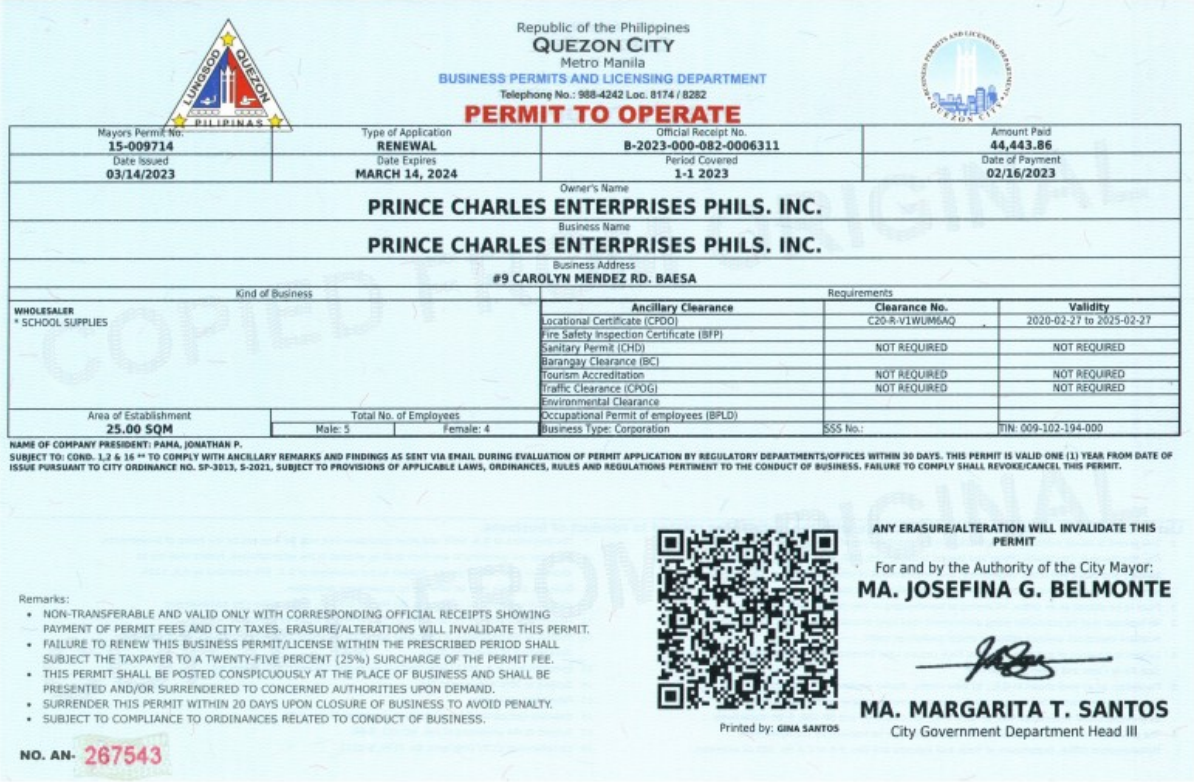

Republic of the Philippines
QUEZON CITY
Metro Manila
BUSINESS PERMITS AND LICENSING DEPARTMENT
Telephone No.: 988-4242 Loc. 8174 / 8282

PERMIT TO OPERATE

Mayors Permit No.	Type of Application	Official Receipt No.	Amount Paid
15-009714	RENEWAL	B-2023-000-082-0006311	44,443.86
Date Issued	**Date Expires**	**Period Covered**	**Date of Payment**
03/14/2023	MARCH 14, 2024	1-1 2023	02/16/2023

Owner's Name: **PRINCE CHARLES ENTERPRISES PHILS. INC.**

Business Name: **PRINCE CHARLES ENTERPRISES PHILS. INC.**

Business Address: **#9 CAROLYN MENDEZ RD. BAESA**

Kind of Business	Requirements		
	Ancillary Clearance	Clearance No.	Validity
WHOLESALER * SCHOOL SUPPLIES	Locational Certificate (CPDO)	C20-R-V1WUM6AQ	2020-02-27 to 2025-02-27
	Fire Safety Inspection Certificate (BFP)		
	Sanitary Permit (CHD)	NOT REQUIRED	NOT REQUIRED
	Barangay Clearance (BC)		
	Tourism Accreditation	NOT REQUIRED	NOT REQUIRED
	Traffic Clearance (CPDG)	NOT REQUIRED	NOT REQUIRED
	Environmental Clearance		
	Occupational Permit of employees (BPLD)		
	Business Type: Corporation	SSS No.:	TIN: 009-102-194-000

Area of Establishment	Total No. of Employees	
25.00 SQM	Male: 5	Female: 4

NAME OF COMPANY PRESIDENT: PAMA, JONATHAN P.

SUBJECT TO: COND. 1,2 & 16 ** TO COMPLY WITH ANCILLARY REMARKS AND FINDINGS AS SENT VIA EMAIL DURING EVALUATION OF PERMIT APPLICATION BY REGULATORY DEPARTMENTS/OFFICES WITHIN 30 DAYS. THIS PERMIT IS VALID ONE (1) YEAR FROM DATE OF ISSUE PURSUANT TO CITY ORDINANCE NO. SP-3013, S-2021, SUBJECT TO PROVISIONS OF APPLICABLE LAWS, ORDINANCES, RULES AND REGULATIONS PERTINENT TO THE CONDUCT OF BUSINESS. FAILURE TO COMPLY SHALL REVOKE/CANCEL THIS PERMIT.

Remarks:
- NON-TRANSFERABLE AND VALID ONLY WITH CORRESPONDING OFFICIAL RECEIPTS SHOWING PAYMENT OF PERMIT FEES AND CITY TAXES. ERASURE/ALTERATIONS WILL INVALIDATE THIS PERMIT.
- FAILURE TO RENEW THIS BUSINESS PERMIT/LICENSE WITHIN THE PRESCRIBED PERIOD SHALL SUBJECT THE TAXPAYER TO A TWENTY-FIVE PERCENT (25%) SURCHARGE OF THE PERMIT FEE.
- THIS PERMIT SHALL BE POSTED CONSPICUOUSLY AT THE PLACE OF BUSINESS AND SHALL BE PRESENTED AND/OR SURRENDERED TO CONCERNED AUTHORITIES UPON DEMAND.
- SURRENDER THIS PERMIT WITHIN 20 DAYS UPON CLOSURE OF BUSINESS TO AVOID PENALTY.
- SUBJECT TO COMPLIANCE TO ORDINANCES RELATED TO CONDUCT OF BUSINESS.

NO. AN- 267543

Printed by: GINA SANTOS

ANY ERASURE/ALTERATION WILL INVALIDATE THIS PERMIT

For and by the Authority of the City Mayor:
MA. JOSEFINA G. BELMONTE

MA. MARGARITA T. SANTOS
City Government Department Head III

Appendix 3: Interview Questions

- **Staff Acquisition or Recruitment and Selection**
  1. How do you find people? Do you use any process such as Job fair or Referral?
  2. For you, is a job match important?
  3. Will you conduct second interviews? How will you decide which candidates make it to this step?
  4. As an entrepreneur, what matters most to you—skills, intelligence, or both?
  5. Do you consider a good attitude as one of the key factors for an employee to stay in the company?
- **Resource Calendars**
  1. How did you consider choosing "Asyst" as your accounting software?
  2. Using the accounting software, how can you assure the security of your company's data and inventory?
- **Training and Talent Management**
  1. What techniques for attracting new talent have you found the most effective in your previous experience?
  2. If an employee requests training and advancements in their field, what requirements are needed for the request to be granted?
  3. How much recruiting does your business do?
- **Development**

1. As we all know, skill development is a crucial part when it comes to employee training. How do you assess if an employees' skill has improved or not after receiving training?
2. In terms of employees with skill gaps, how do you attend to their development?
3. Do you have any other employee development strategies that you think have been helpful to the business?
4. How would you describe your current human resources? Does it still need development or not?

- **Performance Reviews**
  1. Do you evaluate an employee's performance? If so, what strategies do you use? *For ex: self-evaluation (employee judge his/her performance), 360-degree feedback (pulling feedback from outside sources), Ratings scale/* grading system
  2. Is employee development important to you? Why?
  3. If the employee is showing a bad performance in his/her work, do you ask him/her directly what is the reason behind it? If so, are you willing to give advice?
  4. Do you recognize your employee's strengths and weaknesses?
  5. If for example the employee's performance is continuously declining, would you prefer to help them improve or laying off is the answer?
- **Recognition and Rewards**
  1. What are the kinds of rewards do you give to your employees? *What are the reasons why you give these kinds of rewards to your employees?*
  2. Do you give extra incentives to your employees? *What kinds of incentives are this?*
  3. What are the kinds of recognition do you give to your employees? *What are the reasons why you do these kinds of recognition to your employees?*
- **Employee and Labor Relations**
  1. What are the government mandated regulations that your business follows in terms of employee and labor relations?
  2. What are some basic benefits that your company offer for your employees?
  3. If it is not confidential, did you have any problems in the past regarding employee and labor relations? If yes, how did you overcome this problem?
  4. How does your company maintain a harmonious relationship with your employees?
- **Health and Safety Risks Program**
  1. What measures do you take to ensure the safety of your employees, and how do you demonstrate this?
  2. What types of health and safety programs do you administer to your employees?
  3. Is your workplace prepared for fire, earthquake, and other unavoidable calamities, and how do you illustrate this?
  4. Do you ensure that your employees are oriented and educated about maintaining their own safety in the workplace and while working?
  5. Concerning the COVID virus, do you currently have health safety protocols in place to protect the health of your employees and anyone else with whom you come in contact during work?

Appendix 4: Interview Recording Link

Part 1: https://feueduph-my.sharepoint.com/:v:/g/personal/2021042981_feu_edu_ph/Ee2ZasuVudJNs55YfPyJlTkBslhtBfUHcTbug-aYF5CdhQ?e=WpBb93

Part 2: https://feueduph-my.sharepoint.com/:v:/g/personal/2021042981_feu_edu_ph/Ee2ZasuVudJNs55YfPyJlTkBslhtBfUHcTbug-aYF5CdhQ?e=WpBb93

Appendix 5: Link to the Video Presentation

YouTube: https://youtu.be/tUuyBWKLaiM

OneDrive:
https://feueduph-my.sharepoint.com/:v:/g/personal/2021042981_feu_edu_ph/EX6OguyyxJRNrpa9E5jV3bUB79S8GERGSIIwBashdx0k0g?e=3zb3z8

Appendix 6: Group's Picture with Mr. Jonathan Pama

Appendix 7: The 17 Sustainable Development Goals

1 NO POVERTY
2 ZERO HUNGER
3 GOOD HEALTH AND WELL-BEING
4 QUALITY EDUCATION
5 GENDER EQUALITY
6 CLEAN WATER AND SANITATION
7 AFFORDABLE AND CLEAN ENERGY
8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
10 REDUCED INEQUALITIES
11 SUSTAINABLE CITIES AND COMMUNITIES
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION
14 LIFE BELOW WATER
15 LIFE ON LAND
16 PEACE, JUSTICE AND STRONG INSTITUTIONS
17 PARTNERSHIPS FOR THE GOALS

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